

# Orenco Systems, Inc.

## Job Description

**Job Title:** International Account Manager      **Job Code:** INTLAM  
**Salary Grade:**  
**Department:** Sales      **FLSA Status:** Exempt

### GENERAL POSITION SUMMARY:

This is an advanced level position that provides liaison between Orenco and its international Dealers. The International Account Manager assists Orenco Distributors and Dealers in an assigned regional territory to grow their business. The Account Manager is responsible for business and product training of the Orenco Distributor/Dealer network, implementation of regional strategic plans, monitoring Distributor/Dealer compliance with program requirements, assisting the Orenco Distributor/Dealer in establishing business plans and developing market strategies, and communications back to Orenco regarding market information. The incumbent also utilizes technical and product knowledge and training to assist customers in determining individualized needs and recommends products appropriately; advises customers regarding equipment installation, usage, repair and maintenance; and provides quality customer service in all internal and external interactions. The International Account Manager must also have the willingness to travel overseas, work in diverse cultures, and the ability to work as an authoritative figure in a team environment.

### RESPONSIBILITIES:

#### Essential Functions:

- Market and Business Development
  - Participates in establishing sales objectives by forecasting and developing sales projections for existing and new products within the assigned area.
  - Coordinates with the Regional Manager to develop an annual business plan for their region identifying key market objectives in the coming year and a plan to meet those objectives.
  - Will identify needs for additional Distributors/Dealers, regulatory approvals, and other resource needs as part of this plan.
  - Works with accounts to keep abreast of regulatory changes in the territory that may affect the sale of Orenco products or technology.
  - Develops strategic sales plans for all assigned customers by leading a joint company/customer planning process that identifies relevant customer needs, prioritizes initiatives, and establishes a clear action plan for success and profitability.
  - Assists with planning/scheduling of training and conferences and coordinates with the Marketing Department. Provides and coordinates training to the Distributors/Dealers.
  - Represents the company at trade association meetings to promote products and technologies.
  - Solicits business plans, provides feedback and modification requests, follows up on plans, and suggests alterations if necessary.
  - Manages accounts to ensure that Distributors/Dealers operate within parameters of Distributor/Dealer Agreement.
  - Coordinates with various segment managers to determine the best course of action to take advantage of our market opportunities in the assigned area.
  - Works with the Regional Manager to identify potential direct sale, house accounts, and other strategic partners.
  - Develops specific working plans for their network that supports the regional plan.

- Customer Service
  - Communicates regularly with Orenco Distributors/Dealers to develop business opportunities and resolve issues.
  - Works with Distributors to determine appropriate products and technologies to satisfy local market. Assists the Distributors in establishing stocking order sizes and schedules.
  - Implements and administers Programs according to the parameters of Distributor/Dealer Agreements.
  - Manages business agreements, staying up-to-date on relationship performance reviews and any contract changes needed.
  - Works with accounts to coordinate timely design review, quotes, order logistics, and after-sale support.
  - Researches customer requests regarding products and equipment, and directs customers to other sources of information, if necessary.
  - Assists customers in determining needs related to the design, development, installation, and maintenance of Orenco Systems wastewater handling equipment.
  - Utilizes technical knowledge/training and works with Technical Sales staff to ensure that customer orders for products, services, and equipment function in congruence to create the most efficient and cost effective systems, accurately meeting specific customer needs and Orenco Systems quality requirements.
  - Coordinates with Project Manager and Systems Engineers to ensure timely evaluation of customers' system design drawings and plans, providing suggestions and making recommendations as needed.
- Research
  - Conducts research of competitive products and technologies, and assists with oversight of the competitive technology database.
  - Assist Regional Manager and Market Segment Leaders with market research as needed, tracking trends and needs that might be met by Orenco products; communicates and documents market information.
- Training
  - Gives presentations on Orenco technologies to business partners, and their customers.
  - Gives presentations on Orenco technologies to industry professionals (i.e. regulators, engineers, installers, operators, business partners, etc.).
- Troubleshooting
  - Troubleshoots and assists business partners and end users in resolving minor problems involving product and system repair and maintenance.
- Other Essential Job Duties
  - The ability to work as an authoritative and collaborative figure in a team environment.
  - Attends team meetings and contributes ideas and opinion, continuously seeking improved methods by focusing on maximum efficiency of the sales process and providing quality customer service.
  - Becomes familiar with Orenco related products and technologies by reading professional literature.
  - International travel is required.
- Regular attendance is an essential job function of this position.
- Performs other duties as assigned.

**EDUCATION:**

BS degree in business field is preferred.

**KNOWLEDGE/SKILLS/EXPERIENCE:**

- Three (3) or more years experience as an Account Manager or equivalent experience in other industry-related field and demonstrated ability to perform all functions.
- Able to speak and write English well.
- One year of experience in a related technical field is preferred.
- International travel and work experience is preferred.
- Fluency in a foreign language is preferred especially Spanish and/or French.
- Advanced understanding of distribution channel management principles and how to apply them to grow accounts.
- Ability to learn applicable regulatory rules.
- Above average organizational skills are required.
- Exceptional verbal and written communications skills are required and all communications must be professional and courteous.
- Ability to give presentations on Orenco products and technologies.
- Ability to successfully interact in a respectful, professional, courteous and customer-service oriented manner with individuals from diverse cultures, backgrounds, and with extreme variations in educational levels.
- Keyboarding skills are required.
- Willingness and ability to travel one week per month on average, including international destinations.
- Ability to be flexible and change priorities with little notice.
- Must have satisfactory driving record, maintain a valid drivers license, passport, and current insurance on personal vehicle if used for business. Must meet company insurability requirements.
- Job duties may occasionally include unassisted lifting of 20-50 lbs. Lifting over 70 lbs. must be assisted.

**TOOLS AND EQUIPMENT:**

Calculator	Computer	Copier
FAX Machine	Multimeter	Printer
Vehicle		
Multi-Line Phone with Intercom		

**WORKING CONDITIONS:**

Office environment with occasional exposure to outside elements when traveling or conducting site visits.

**PHYSICAL REQUIREMENTS:**

Speaking, hearing, seeing, prolonged periods of sitting including extended time viewing a computer screen, reading, writing, and keyboarding. Intermittent physical activity including standing, walking, reaching, and bending. Job duties may occasionally include unassisted lifting of up to 50 lbs. Lifting over 70 lbs. must be assisted. Occasional operation of a motor vehicle. Occasional to frequent international travel may be required.

